

UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON  
AT SEATTLE

ABDIKARIM KARRANI,

Plaintiff,

vs.

JETBLUE AIRWAYS CORPORATION, a  
Delaware corporation,

Defendant.

Case No.:

COMPLAINT FOR DAMAGES,  
INJUNCTIVE AND DECLARATORY  
RELIEF AND DEMAND FOR JURY  
TRIAL

**I. PARTIES AND JURISDICTION**

1.1 Plaintiff Abdikarim Karrani (“Karrani” or “plaintiff”) is a citizen of Washington State residing in Tukwila, Washington.

1.2 Defendant JetBlue Airways Corporation is a Delaware corporation doing business in Washington. The company will be referred to as “JetBlue.”

1.3 The federal district court has jurisdiction over this cause under 28 U.S.C. § 1331.

1.4 The claims asserted herein are not pre-empted by the Convention for the Unification of Certain Rules for International Carriage by Air (“Montreal Convention”),

COMPLAINT AND JURY DEMAND - 1

SHERIDAN LAW FIRM, P.S.  
Hoge Building, Suite 1200  
705 Second Avenue  
Seattle, WA 98104  
Tel: 206-381-5949 Fax: 206-447-9206

1 which applies to “international carriage” as defined in the treaty, because the place of  
2 departure in this case is Somalia, which is not a signatory party to the Montreal  
3 Convention or any other international protocol governing air travel.

## 4 II. FACTS

### 5 A. Background

6 2.1 Abdikarim Karrani is Somali by birth and an African-American citizen of  
7 the United States. Mr. Karrani is 81 years old. He speaks English with a Somali accent.  
8

9 2.2 In late 2017, Mr. Karrani traveled from Seattle to Somalia.

10 2.3 While in Somalia, Mr. Karrani contracted (the “contract”) with Emirates  
11 Airlines for a one-way flight from Somalia to Seattle, which included stops in Dubai and  
12 New York City.

13 2.4 Mr. Karrani’s flight from Somalia to Dubai was late, so he missed his  
14 connecting flight and was placed on a different flight to New York.

15 2.5 JetBlue assumed duties under the contract to bring Mr. Karrani from New  
16 York to Seattle.  
17

18 2.6 After landing at New York’s JFK Airport, on January 20, 2018, Mr. Karrani  
19 boarded a flight operated by JetBlue flight (the “JetBlue flight”) from New York to Seattle.

20 2.7 The JetBlue flight, B6263, is a code-share flight, which Emirates publishes  
21 and markets as EK6149. The boarding pass provided to Mr. Karrani for his flight from  
22 New York to Seattle bore the Emirates logo. See Appendix.

23 2.8 Mr. Karrani sat in economy seating on the JetBlue flight.

24 2.9 Mr. Karrani is diabetic.  
25

1           2.10   Mr. Karrani was the only African-American on the JetBlue flight.

2           2.11   During the JetBlue flight, a report of a medical emergency onboard caused  
3 the plane to divert to Logan Airport in Billings, Montana.

4           2.12   Prior to landing in Billings, owing to his age and diabetic condition, Mr.  
5 Karrani sought to use the restroom. The restroom door was closed and unlocked; the  
6 vacancy sign was illuminated. Mr. Karrani opened the door and saw a woman standing in  
7 the restroom with her back to him.  
8

9           2.13   Embarrassed, Mr. Karrani quickly shut the door and proceeded to stand  
10 outside. Caucasian JetBlue flight attendant Cindy Pancerman (“Pancerman”) asked Mr.  
11 Karrani to use the back lavatory. As a then 81-year-old diabetic who experiences sudden  
12 and urgent needs to use the restroom, Mr. Karrani, speaking clearly but with his Somali  
13 accent, replied that he “would just wait for [the front restroom] to open up.”  
14

15           2.14   Ms. Pancerman responded to Mr. Karrani by pushing him towards the back  
16 lavatory. Startled and anxious, Mr. Karrani attempted to brush her hand off him. Mr.  
17 Karrani proceeded to another restroom at the back of the plane.

18           2.15   After using that restroom, Mr. Karrani returned to his seat. From the  
19 second restroom to his seat, Mr. Karrani told a flight attendant that he had his own medical  
20 issues that required his use of the restroom or words to that effect, and said he had diabetes  
21 and a prostate problem. No JetBlue employee spoke to him again, and no crew member  
22 sought to assist Mr. Karrani with his medical situation, although the crew did provide  
23 assistance to another non-black passenger with a medical situation.  
24

25           2.16   No JetBlue employee or any third party stood near his seat during the flight

1 (as one would expect if he needed guarding), and on information and belief, no JetBlue  
2 employee or other third party monitored him in any way after he returned to his seat.

3 2.17 Mr. Karrani posed no danger to anyone on the JetBlue flight, and JetBlue  
4 had no reasonable belief that Mr. Karrani might have endangered the flight.

5 2.18 Upon landing, airport police boarded the plane and were informed by one or  
6 more members of the JetBlue flight crew that an assault occurred on the plane during a  
7 medical emergency.  
8

9 2.19 Airport police removed Mr. Karrani from the JetBlue flight at the request of  
10 the JetBlue flight pilot because Ms. Pancerman claimed to be “afraid of him.” On  
11 information and belief, the JetBlue pilot is Caucasian.

12 2.20 Mr. Karrani was escorted by police through the aisle and out the door,  
13 which caused him humiliation, because all other passengers were seated and observed his  
14 departure. Mr. Karrani was removed against his will. He was the only person removed by  
15 police from the JetBlue flight. On information and belief, the police were Caucasian.  
16

17 2.21 The JetBlue flight did not depart immediately after Mr. Karrani was  
18 removed from the flight, because Ms. Pancerman voluntarily decided to leave the flight,  
19 which prevented the JetBlue flight from departing because the flight was understaffed by  
20 her departure.

21 2.22 Owing to Ms. Pancerman’s voluntary decision to abandon the flight, all of  
22 the passengers had to disembark the JetBlue flight and board another plane to Seattle. On  
23 information and belief, they boarded a later flight to Seattle operated by JetBlue.  
24

25 2.23 Jet Blue made no effort to determine the falsity of the accusations made by

1 Ms. Pancerman against Mr. Karrani.

2 2.24 Airport police officer Randy Winkley interviewed witnesses and issued a  
3 report. The statements made to Officer Winkley and his report are attached as an appendix  
4 to this complaint and is incorporated by reference. See Appendix.

5 2.25 JetBlue had access to the information obtained by Officer Winkley, which  
6 is attached to the appendix, but made no effort to allow Mr. Karrani to board the next flight  
7 to Seattle. JetBlue knew that Mr. Karrani was not a threat to the safety of any flight or any  
8 person.  
9

10 2.26 Mr. Karrani had the right to all the benefits, privileges, terms, and  
11 conditions of the contractual relationship with Emirates and JetBlue, and in violation of the  
12 law, JetBlue impeded and circumvented Mr. Karrani's right to enforce the full and equal  
13 benefit of his contract to fly from New York to Seattle as was enjoyed by white citizens  
14 who were passengers on the JetBlue flight.  
15

16 2.27 Mr. Karrani was driven away from the JetBlue flight by police after his  
17 removal from the plane but was not charged with any crime, because he committed no  
18 crime. Mr. Karrani was seated in the police car's "front passenger seat because ... he did  
19 not act in a threatening manner in any way." See Appendix.

20 2.28 JetBlue made no effort to obtain transportation for Mr. Karrani from  
21 Billings to Seattle. Mr. Karrani was lightly dressed, and JetBlue made no effort to provide  
22 him with warm clothes.  
23

24 2.29 The police drove Mr. Karrani to a hotel in Billings, but because he had no  
25 credit card, and the hotel would not let him pay cash, Mr. Karrani had to find another hotel

1 that would take his cash. Mr. Karrani stayed overnight in Billings, and the next day he  
2 used much of his remaining cash to buy a ticket on Delta. He flew home to Seattle on  
3 January 21, 2018. See Appendix.

4 2.30 Later, Mr. Karrani contacted JetBlue seeking a refund for the cost of his  
5 Delta flight, but JetBlue did not respond to his request.

6 2.31 JetBlue did not apologize for its conduct, or for the harm caused to Mr.  
7 Karrani by the acts of JetBlue.

8 2.32 JetBlue's acts and omissions harmed Mr. Karrani and were malicious,  
9 oppressive or in reckless disregard of his rights.

10 2.33 JetBlue is responsible for the acts and omissions of their officers, agents and  
11 employees under the legal doctrine of respondeat superior.

### 12 **III. CAUSE OF ACTION**

13 3.1 Plaintiff re-alleges the facts set forth in paragraphs 2.1-2.33 above and  
14 incorporates the same by reference.

15 3.2 Plaintiff's race, national origin and ethnicity were "material" and  
16 "substantial" factors in JetBlue's decision to remove Mr. Karrani from the JetBlue Flight  
17 and in the additional mistreatment that preceded and followed his removal from the  
18 JetBlue flight.

19 3.4 The facts state a claim for discrimination under 42 U.S.C. § 1981.

### 20 **IV. PRAYER FOR RELIEF**

21 WHEREFORE, plaintiff prays for relief as follows:

22 4.1 Contract damages;

1           4.2     Out of pocket damages owing to Mr. Karrani's removal from the JetBlue  
2 flight;

3           4.3     Nonmedical damages for emotional harm, including, but not limited to, loss  
4 of enjoyment of life, pain and suffering, mental anguish, emotional distress, injury to  
5 reputation, fear, and humiliation;

6           4.4     Punitive damages;

7           4.5     Injunctive relief requiring JetBlue employees to receive training regarding  
8 race-related implicit bias;  
9

10          4.6     Declaratory relief;

11          4.7     Reasonable attorney's fees and costs;

12          4.8     Whatever further and additional relief the court shall deem just and  
13 equitable.  
14

15                                   **V.     DEMAND FOR JURY**

16          5.1     Plaintiff hereby demands that this case be tried before a jury of twelve.

17          DATED this 15<sup>th</sup> day of October, 2018.

18                                   THE SHERIDAN LAW FIRM, P.S.


19  
20                                   By: s/John P. Sheridan

21                                   John P. Sheridan, WSBA # 21473  
22                                   Hoge Building, Suite 1200  
23                                   705 Second Avenue  
24                                   Seattle, WA 98104  
25                                   Phone: 206-381-5949  
                                    Fax: 206-447-9206  
                                    Email: [jack@sheridanlawfirm.com](mailto:jack@sheridanlawfirm.com)

*Attorneys for Plaintiff*

# APPENDIX



 <b>PASSENGER BAGGAGE CHECK</b> CONTRACT		<b>ETKT</b>		<b>AUDIT COUPON</b>		<b>0 OF 2</b>	
ISSUED BY:		DATE OF ISSUE:		ISS OFF CODE:		IN ST ISO:	
NAME OF PASSENGER (NOT TRANSFERABLE): <b>KARRANI/ABOIKARIM</b>		ISS AGT ID: <b>DL/LW</b>		PLACE OF ISSUE: <b>BILFTO</b>		US	
FROM: <b>** NOT VALID FOR **</b>		FARE BASIS:		TOUR CODE:		FT:	
TO: <b>** TRANSPORTATION **</b>		CLAS/DATE:		RES:		INVALID AFTER:	
ENDORSEMENTS/RESTRICTIONS		CARRIER/FLIGHT: <b>** AUDIT **</b>		TIME:		6	
ORIGINAL ISSUE:		ISSUED IN EXCHANGE FOR:		PNR CODE:		G972MY	
FARE CALCULATION <b>BIL DL X/SLC DL SEA357.21HA0VA0MC USD357.21END ZP BILSLC XF BIL3SLC4.5</b>		FORM OF PAYMENT: <b>CASH</b>		SEQNO:		CK WT:	
FARE: <b>USD357.21</b>		EQUIVALENT FARE PAID: <b>USD357.21</b>		PCS:		UNCKWT:	
TAX:		CK WT:		UNCKWT:		UNCKWT:	
<b>See Tax Coupon &gt;</b>		STOCK CONTROL NUMBER TX		DOCUMENT NUMBER		<b>0 006 2146598319 1</b>	
TOTAL:		<b>USD405.50</b>		TOTAL:		<b>USD405.50</b>	

**PASSENGER TICKET AND BAGGAGE CHECK**  
PASSENGER COUPON

PRIMARY TICKET NUMBER  
0062146598319

AVL: FLIGHT: COS: DATE: FROM: TO:  
DL 1698 H 21JAN18 BIL SLC

FARE BASIS:  
HA0VA0MC

AVL: FLIGHT: COS: DATE: FROM: TO:  
DL 827 H 21JAN18 SLC SEA

FARE BASIS:  
HA0VA0MC

AVL: FLIGHT: COS: DATE: FROM: TO:

FARE BASIS:

AVL: FLIGHT: COS: DATE: FROM: TO:

FARE BASIS:

\*\*\*\*\*

**NOT VALID FOR TRAVEL**

ALL: FLIGHT: FROM: TO: CMPT:

DATE:

ESAC:

DOCUMENT NUMBER:  
0006 2146598319 1

**Audit Coupon**


1	2	3	4	Auditor
---	---	---	---	---------



### Ticket Document Charges

Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount
AY	5.60	US	26.79	XF	7.50	ZP	8.40				

**KARRANI000001**

From: **ticketreceipt** ticketreceipt@delta.com   
 Subject: RE: [EXTERNAL] Itineraries to my flight from billings MN to Seattle.  
 Date: July 30, 2018 at 12:46 PM  
 To: Abdikarim Karrani karrania06@gmail.com

T

Hello,

Below are your requested receipt(s). If I can be of further assistance, please feel free to email us back.

Thank you for your continued support of Delta Air Lines.

**Angella Starr**

**Ticket receipts- 823**



PASSENGER TICKET AND BAGGAGE CHECK				PASSENGER TICKET AND BAGGAGE CH			
CONTRACT				PASSENGER COUPON			
ISSUED BY:		ETKT		AUDIT COUPON		0 OF 2	
NAME OF PASSENGER (IN OT TRANSFERABLE):		ISSAGT ID:		DATE OF ISSUE:		ISS OFF CODE:	
KARRANI/ABOIKARIM		DULW		21JAN18		DL	
FROM:		FARE BASIS:		PLACE OF ISSUE:		IN SI: ISO:	
** NOT VALID FOR **		AUDIT		BILFTO		US	
TO:		CARRIER/FLIGHT		TOUR CODE:		A/L: FLIGHT: COS: DATE:	
** TRANSPORTATION **		CLASS/DATE:		TIME:		DL 1698 H 21JAN18	
ENDORSEMENTS/RESTRICTIONS		RES:		INVALID BEFORE:		FROM: TO:	
		INVALID AFTER:		Ft:		BIL SLC	
				6		FARE BASIS:	
						HA0VA0MC	
						A/L: FLIGHT: COS: DATE:	
						DL 827 H 21JAN18	
						FROM: TO:	
						SLC SEA	
						FARE BASIS:	
						HA0VA0MC	
						A/L: FLIGHT: COS: DATE:	
						FROM: TO:	
						FARE BASIS:	
						A/L: FLIGHT: COS: DATE:	
						FROM: TO:	
						FARE BASIS:	

**KARRANI000002**

BIL DL X/SLC DL SEA357.21HA0VA0MC USD357.21END ZP BILSLC XF BIL3 SLC4.5		*****	
FARE: USD357.21	EQUIVALENTFARE PAID: USD357.21	FORM OF PAYMENT: CASH	
TX: <a href="#">See Tax Coupon &gt;</a>	PCS: CK WT: UNCKWT:	SEQNO:	ALLOW: PCS: CK WT: UNCKWT:
TX:	STOCK CONTROL NUMBER TX	DOCUMENT NUMBER	
TX:		0 006 2146598319 1	
TOTAL: USD405.50		NOT VALID FOR TRAVEL AIL: FLIGHT: FROM: TO: CMPT: DATE: ESAC: DOCUMENT NUMBER: 0 006 2146598319 1 Audit Coupon	

1 2 3 4 Auditor

**Ticket Document Charges**

Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount	Tax	Amount
AY	5.60	US	26.79	XF	7.50	ZP	8.40						

ITINERARY:

ORG	DST	STATUS	CARRIER	NBR	FLT #	CLASS	FLT DATE
				DPT	TIME	ARR	TIME
RD			DL		1698	H	21 JAN
2018	BIL	SLC	NN/HK	01	6:20 AM		7:53 AM
RD			SEAT		1698		21 JAN
2018	BIL	SLC	CI/ON	20A			
KARRANI/ABOIKARIM							
			DL		827	H	21 JAN
2018	SLC	SEA	NN/HK	01	8:35 AM		10:01 AM
RD			SEAT		827		21 JAN
2018	SLC	SEA	CI/ON	35D			
KARRANI/ABOIKARIM							

**KARRANI000003**

Angella Starr

*This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message and any disclosure, copying, or distribution of this message, or the taking of any action based on it, by you is strictly prohibited. See the Delta [Privacy Policy](#).*

**From:** Abdikarim Karrani [mailto:karrania06@gmail.com]  
**Sent:** Sunday, July 22, 2018 10:23 AM  
**To:** ticketreceipt <ticketreceipt@delta.com>  
**Subject:** Re: [EXTERNAL] Itineraries to my flight from billings MN to Seattle.

Delta flight No Salt lake 1698,salt lake to Seattle flight No 827  
Date of transactoon Jan 21.18  
Origin Airport Billings  
Ticket payment was Cash  
Passenger Name Abdikarim A Karrani  
That is what I can proved you,sorry for the dilay ,Thanks

On Thu, May 24, 2018, 11:05 AM ticketreceipt <[ticketreceipt@delta.com](mailto:ticketreceipt@delta.com)> wrote:

Mr./Ms. Karrani

In order to process your request for a ticket/baggage receipt I am going to need more information see below.

Date of Transaction:  
Origin Airport:  
Credit Card used:  
Passenger name : (exactly as it appears on the ticket):  
Ticket number :  
Confirmation #:

We certainly appreciate your business and loyalty to Delta.

Sincerely,

***Maria Veliz***

Delta Air Lines Inc.

Ticket Records – Dept. 815



**From:** Abdikarim Karrani [mailto:[karrania06@gmail.com](mailto:karrania06@gmail.com)]  
**Sent:** Tuesday, May 01, 2018 2:54 AM  
**To:** ticketreceipt <[ticketreceipt@delta.com](mailto:ticketreceipt@delta.com)>  
**Subject:** [EXTERNAL] Itineraries to my flight from billings MN to Seattle.

**KARRANI000004**

Will you please reprint my itineraries on Jan 21 form Billings to Seattle which I did a cash payment, my name is Abdikarim A Karrani, Thanks

**KARRANI000005**



# CITY OF BILLINGS

CITY ATTORNEY'S OFFICE

P.O. BOX 1178

BILLINGS, MONTANA 59103

(406) 657-8205

FAX (406) 657-3067

March 20, 2018

Abdikarim Karrani  
3730 So. 148<sup>th</sup> St. #66  
Tukwila, WA 98168

**RE: Your Public Records Request**

Dear Mr. Karrani:

Thank you for your public records request. Montana statutes provide that *public criminal justice information* may be released without review by a court, but release of *confidential criminal justice information* is "restricted to criminal justice agencies, to those authorized by law to receive it, and to those authorized to receive it by a district court upon a written finding that the demands of individual privacy do not clearly exceed the merits of public disclosure." See §44-5-303(1), Montana Code Annotated (MCA).

*Public criminal justice information* is defined in §44-5-103(13), MCA. Public criminal justice information "originated by a criminal justice agency" includes: initial offense reports; initial arrest records; bail records; and daily jail occupancy rosters. See §44-5-103(13)(e)(i)(ii)(iii)(iv), MCA.

Enclosed please find the Billings Police Department documents necessary to fulfill your public records request. I have redacted phone numbers, social security numbers, driver's license numbers and birthdates as this is information I am forbidden by law from releasing.

If you have any questions, please feel free to contact our office.

Sincerely,

**BILLINGS CITY ATTORNEY'S OFFICE**

Thomas Pardy  
Deputy City Attorney

**KARRANI000006**

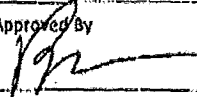
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CITYOFBILLINGSAIRPOR

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## AIRPORT POLICE DIVISION

### Incident Report

Report #	Date/Time of Report	Date/Time of Incident			
2018 9	01/20/2018 2020	01/20/2018 2020			
Reporting Party	Role in Incident	Agency			
PANCERMAN, CINDY	Complainant	Individual			
Address	City	State	ZIP	Home Phone	Business Phone
850 Lake Carolyn Pkwy	Las Colinas	TX			
Nature of Report	Location of Incident				
Disturbance	ON AIRCRAFT IN AIR				
Name	Suspect/Victim	Sex	Race	DOB	Age Home Phone
Karrani, Abdikarim A	Suspect	Male			80
Home Address	City	State	ZIP		
3730 S 148th St #66	Tukwila	WA	98168		
Business Address	City	State	ZIP	Business Phone	
Reporting Officer	Assisting Officers	Approved By		Date	
Winkley, Randy					

**Circumstances**

ON 1/20/18 AT ABOUT 2020 HRS I RESPONDED TO A DIVERTED AIRCRAFT LANDING AT THE BILLINGS LOGAN AIRPORT. THERE WAS A JET BLUE AIRCRAFT COMING IN WITH A MEDICAL EMERGENCY. THE FLIGHT WAS COMING FROM NEW YORK AND HEADING TO SEATTLE. THE EMERGENCY WAS A 84 YEAR OLD LADY POSSIBLY HAVING A STROKE.

I ARRIVED A ASSISTED MEDICAL PERSONNEL. I WAS THEN ADVISED THAT THE STAFF ON THE JET NEEDED TO TALK TO ME ABOUT AN ASSAULT THAT OCCURRED AT THE SAME TIME AS THE MEDICAL EMERGENCY.

I WENT ON BOARD THE PLANE AND CONTACTED FLIGHT ATTENDANT CINDY PANCERMAN. SHE TOLD ME THAT WHEN THE EMERGENCY HAPPENED, A GENTLEMAN (MR. KARRANI) WENT TO USE THE FRONT BATHROOM. CINDY TRIED TO GUIDE MR. KARRANI TO THE REAR BATHROOM SINCE THE FRONT ONE WAS OCCUPIED AND THE EMERGENCY WAS OCCURRING NEXT TO THAT BATHROOM. CINDY SAID THAT SHE TRIED TO GUIDE MR. KARRANI TO THE BACK OF THE PLANE WHEN HE SWATTED AT HER.

I OBSERVED NO VISIBLE INJURIES TO CINDY. SHE DID NOT COMPLAIN OF ANY PAIN. I TALKED WITH HER AND THE CAPTAIN AND ASKED THEM WHAT THEY WANTED ME TO DO. THEY ASKED ME TO REMOVE MR. KARRANI FROM THE PLANE BECAUSE CINDY WAS AFRAID OF HIM.

I THEN WENT AND CONTACTED MR. KARRANI AND TOLD HIM THAT HE WAS NOT UNDER ARREST, BUT HE DID NEED TO EXIT THE PLANE. HE WAS VERY COOPERATIVE AND DID EVERYTHING I ASKED OF HIM. I TOLD HIM WHY HE HAD TO LEAVE AND I ESCORTED HIM TO MY CAR. I ASKED HIM ABOUT LUGGAGE. HE SAID HE DID NOT HAVE ANY TO GET.

I HAD HIM SIT IN MY FRONT PASSENGERS SEAT BECAUSE HE WAS ELDERLY AND DID NOT ACT IN A THREATENING MANNER IN ANY WAY. HE TOLD ME THAT HE HAS MEDICAL ISSUES HIMSELF AND THAT HE DID NOT ASSAULT THE FLIGHT ATTENDANT. HE DID INDICATE THAT HE WAS SURPRISED THAT SOMEONE WAS IN THE BATHROOM AND THEN EVEN FURTHER SHOCKED WHEN HE WAS TOUCHED BY THE FLIGHT ATTENDANT. I DID NOT SMELL ANY ODOR OF INTOXICANTS COMING FROM MR. KARRANI.

**KARRANI000007**



03/20/2018 08:08 14066573012

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PAGE 02

I DROVE HIM AROUND TO THE FRONT OF THE AIRPORT WHERE HE COULD CALL FOR A HOTEL ROOM AND SHUTTLE. I HELPED HIM DO THIS BECAUSE HIS ENGLISH WAS NOT REAL STRONG. I IDENTIFIED HIM USING HIS WASHINGTON STATE DRIVERS LICENSE. I EXPLAINED TO HIM THAT HE COULD COME BACK IN THE MORNING AND CATCH ANOTHER FLIGHT TO SEATTLE. I THEN WAITED FOR THE SHUTTLE TO COME AND GET HIM.

I TOOK WRITTEN STATEMENTS FROM THREE FLIGHT ATTENDANTS AND TWO PASSENGERS. ALL OF THESE STATEMENTS ARE ATTACHED. FROM READING ALL OF THE STATEMENTS, TALKING WITH THE PEOPLE, AND LOOKING AT THE TOTALITY OF THE CIRCUMSTANCES, I DO NOT BELIEVE THIS INCIDENT REACHES THE LEVEL OF AN ASSAULT.

CINDY WAS EMOTIONALLY UPSET TO THE POINT WHERE SHE COULD NOT CONTINUE TO WORK. THIS AIRCRAFT COULD NOT GO ANY FURTHER BECAUSE IT WAS NOW UNDER STAFFED. ALL OF THE PASSENGERS HAD TO GET OFF AND ANOTHER JET BLUE AIRCRAFT WAS CALLED IN TO TAKE THEM TO SEATTLE. THIS OCCURRED AROUND 2330 HRS.

CINDY'S STATEMENT IS ATTACHED ALONG WITH TWO OTHER FLIGHT ATTENDANTS (MARY SALVADOR AND LAMONT WILKINSON)

THERE ARE ALSO TWO WITNESS STATEMENTS FROM TWO PASSENGERS (DANIELLE RICHARDSON AND KENNETH ESPIRITU SANTO) ATTACHED.

THIS IS AN INFORMATIONAL REPORT ONLY.

**KARRANI000008**



Received Fax : Mar 20 2018 08:03AM Fax Station : City Of Billings Legal page 3

03/20/2018 08:08 14065573012

CITYOFBILLINGSAIRPOR

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**BILLINGS POLICE DEPARTMENT****WITNESS HEADING**

C&amp;O Number: \_\_\_\_\_ Location: \_\_\_\_\_

Date: 1/20/18 Time Started: \_\_\_\_\_ Time Concluded: \_\_\_\_\_I, Cindy Pancremon DOB: [REDACTED]Address: 850 Lake Carolyn Pkwy Home Ph: [REDACTED] Work Ph: \_\_\_\_\_

Las Colinas, TX  
 make this true and voluntary statement without threats or promises to Officer Winkley of  
 the Billings Police Department.

Pax seated in 7B came up to use the  
 fwd lav during a medical -that was  
 taking place. There was another pax  
 in the lav and -the door was locked  
 Somehow he got the door open and  
 began yelling at the woman in the lav  
 for not locking the door I asked him  
 to use the lav in the rear of the  
 cabin and he started screaming at me.  
 I told him we were in the midst  
 of a medical situation and preparing  
 to land. I went to put my arm  
 behind him, without touching him, and  
 he forcefully hit my arm away.  
 He went to the rear of the cabin  
 and told the -the other flight  
 attendants that I hit him

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed C. Pancremon Date 1/20/18

KARRANI000009

Received Fax : Mar 20 2018 08:03AM Fax Station : City Of Billings Legal Page 4

03/20/2018 08:08

14065573012

CITYOFBILLINGSAIRPOR

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JET BLUE

(ADROPS)

CASE #1110

## BILLINGS POLICE DEPARTMENT

## WITNESS HEADING

C&amp;O Number: \_\_\_\_\_ Location: \_\_\_\_\_

Date: 1/20/18 Time Started: \_\_\_\_\_ Time Concluded: \_\_\_\_\_

I, MARY KNN SALVADOR DOB: [REDACTED]

Address: 801 S. KING ST. #2110 Home Ph: [REDACTED] Work Ph: [REDACTED]

make this true and voluntary statement without threats or promises to Officer [REDACTED] of the Billings Police Department.

OUR FLIGHT HAD A MEDICAL EMERGENCY WHILE WE WERE UP IN THE AIR. A DOCTOR ONBOARD WAS HELPING A CUSTOMER SEATED IN ROW 1B. OUR FI FLIGHT ATTENDANT WAS ASSISTING UPFRONT WHILE WE WERE ASKED BY THE CAPTAIN TO PREPARE THE CABIN TO LAND IN BILLINGS. A CUSTOMER CAME UP FRONT AND WANTED TO USE THE LAVATORY. I SAW CINDY (FLIGHT ATTENDANT) STOPPING HIM AND ASKED HIM TO USE THE BACK LAVATORY. AS I WAS ABOUT TO WALK TOWARDS THE FRONT, I SAW THE CUSTOMER PUSHED/TOUCHED HER HAND. CINDY CALLED IN THE BACK AND TOLD US AS THE CUSTOMER WALKED BACK. HE RAISED HIS VOICE AND SAID, I DID NOT TOUCH HER, SHE PUSHED ME. HE EVEN SAID, I DO NOT CARE ABOUT THE MEDICAL EMERGENCY IN THE FRONT. CINDY DID NOT HURT HIM IN ANY WAY.

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed \_\_\_\_\_

Date

1/20/18

KARRANI000010

Received Fax : Mar 20 2018 08:03AM Fax Station : City Of Billings Legal page 5

03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

PAGE 05

Jen BLUE

AIRPORT

APR-2018-9

**BILLINGS POLICE DEPARTMENT****WITNESS HEADING**

C&amp;O Number: \_\_\_\_\_ Location: \_\_\_\_\_

Date: 1/20/18 Time Started: \_\_\_\_\_ Time Concluded: \_\_\_\_\_I, Lament Wilkerson DOB: [REDACTED]Address: 1250 Hunt St #1305 Home Ph: [REDACTED] Work Ph: \_\_\_\_\_

Richardson tx 75082  
 make this true and voluntary statement without threats or promises to Officer Hankley of  
 the Billings Police Department.

A passenger came to the AA galley. The F2 asked why did he push the F1, he replied that he didn't hit her and she hit him. The F2 informed him that there was an emergency situation then he responded that he didn't care because he has his own medical situation too. He went into the lav. saying she pushed me. The F1 came to the back to talk to the guy to try to solve the situation but after thinking about it didn't feel comfortable with him and then called the Captain to inform him of the situation.

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.  
 Signed [Signature]

Date 01/20/18**KARRANI000011**

03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

PAGE 06

**BILLINGS POLICE DEPARTMENT****WITNESS HEADING**

C&amp;O Number: \_\_\_\_\_ Location: \_\_\_\_\_

Date: 1-20-18 Time Started: \_\_\_\_\_ Time Concluded: \_\_\_\_\_I. Danielle Richardson DOB: \_\_\_\_\_

Address: \_\_\_\_\_ Home Ph: \_\_\_\_\_ Work Ph: \_\_\_\_\_

make this true and voluntary statement without threats or promises to Officer Winkley of the Billings Police Department.

I witnessed an elderly man come to use the restroom at the front of the plane. ~~the~~ even though there was someone in the restroom at the time they had not locked the door causing the available sign to remain illuminated. At which time the elderly man opened the door and immediately shut it after seeing someone in there. At this time he appeared flustered and the flight attendant Cindy told the elderly man to use the restroom at the back of the plane. He said he "would just wait for this one to open up" at which time Cindy persisted and began to use force to remove the man. After Cindy put her hands on the elderly man's shoulder to arm he did a motion to free his body from her. at NO point did I witness him push Cindy nor did he say anything aggressive or out of turn. He then proceeded to the back restroom with no further resistance. the whole interaction lasted 30 seconds. ~~and it was my~~ I observed no pushing nor ~~any~~ threat to Cindy nor any other passengers. Please protect and save and uphold the constitution, this man did

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed [Signature]

Date \_\_\_\_\_

other than try to use the restroom.

1-20 KARRANI000012



Received Fax : Mar 20 2018 08:03AM

Fax Station : City Of Billings Legal

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03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

PAGE 07

**BILLINGS POLICE DEPARTMENT****WITNESS HEADING**

C&amp;O Number: \_\_\_\_\_ Location: \_\_\_\_\_

Date: 1/20/18 Time Started: \_\_\_\_\_ Time Concluded: \_\_\_\_\_I, Kenneth Espinosa DOB: [REDACTED]

Address: \_\_\_\_\_ Home Ph: \_\_\_\_\_ Work Ph: \_\_\_\_\_

make this true and voluntary statement without threats or promises to Officer HENKLEY of the Billings Police Department. (AIRPORT)

THE GENTLEMAN IN QUESTION WALKED UP TO USE THE RESTROOM. HE OPENED THE DOOR BUT WAS FLUSTERED TO SEE ANOTHER PASSENGER IN THE RESTROOM. SECONDS LATER, THE STEWARDESS TRIES TO REMOVE HIM FROM THE AREA BY PLACING HER HANDS ON HIS WAIST. HE RESPONDED BY REMOVING HER HANDS OFF OF HIM. SHE IMMEDIATELY CALLS THE BACK OF PLANE AND SAYS HE STRUCK HER "PUSH", WHICH IS 100% INCORRECT. SHE WAS AT FAULT.

JB

- MOSAIC CUSTOMER

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed

Date 1/20/18

KARRANI000013



03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

PAGE 08

# CITY OF BILLINGS REQUEST FOR PUBLIC RECORDS

Cynthia Pomeroy (Applicant) do hereby make application for inspection and copying of the following public records of the City of Billings, Montana:

Flight report for passenger who assaulted me on JetBlue flight 268 which diverted to Billings for medical emergency on 1/20/18

Please be as accurate as possible in your request to assist in locating the records as quickly as possible.

(Applicant) Cynthia Pomeroy Date 3/15/18  
Address 10343 17th Avenue Whitestone, NY 11357  
Phone Home [REDACTED] Work [REDACTED]  
DEPT. HEAD AUTHORIZATION [REDACTED]

INTERMEDIATE USE ONLY (BELOW THIS LINE)

THE ABOVE REQUESTED RECORDS ARE (CHECK ONE)

☒ Available for inspection in the office of the City Clerk immediately upon processing your request.

☐ To be copied at your expense and will be made available to you on \_\_\_\_\_ (date)  
\_\_\_\_\_ o'clock \_\_\_\_\_ M.

☐ Currently in storage use and not available for inspection/copying at this time. These records will be made available to you in the office of \_\_\_\_\_ on the \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_\_\_ at \_\_\_\_\_ o'clock \_\_\_\_\_ M.

☐ Not subject to disclosure pursuant to Montana Public Records Statutes (Art II, Sec 9, Mont. Const. M.C.A. 7-2-114).

☐ The subject of a written request for a determination from the Attorney General as to whether they are subject to disclosure.

☐ Non-existence due to "vagueness" of request. (Not enough information to process request).

☐ Non-existence due to the fact that it requires the creation of documents.

NUMBER OF COPIES OR PAGES \_\_\_\_\_ PER PAGE CHARGE: \$0.25  
TOTAL CHARGE \$ \_\_\_\_\_ INITIALS OF PERSON FILLING REQUEST: \_\_\_\_\_

KARRANI000014





شركة طريق السماء للسفر والسياحة ذ.م.م

Skyway Travel Tourism Co. LLC

Galileo Reference: 54B3G6

Galileo Reference: 54B3G6

Passenger(s):

KARRANI/ABDIKARIMAHMEDMR

**FLIGHT: Hargeisa to Dubai (EK2183) Vendor Locator: NACNEB**

Friday, January 19 

Date: January 19, 2018 (Fri)  
 Departs: 08:15 hrs  
 Airline: Emirates Airlines  
 Arrives: 12:50 hrs  
 Flight: EK2183 (Operated by FLYDUBAI)  
 From: Hargeisa, Somalia  
 Airport: HGA - Hargeisa Arpt  
 To: Dubai, United Arab Emirates  
 Airport: DXB - Dubai Intl Arpt, Terminal 2  
 Class: SHUTTLE (U)  
 Baggage: ADT 2PC  
 Stops: Non-stop  
 Duration: 03:35  
 Status: Confirmed  
 Aircraft: Boeing 737  
 In flight service: Non-smoking  
 Service(s): 1765115689373C1 - Confirmed

**FLIGHT: Dubai to New York (EK207) Vendor Locator: NACNEB**

Friday, January 19 

Date: January 19, 2018 (Fri)  
 Departs: 15:00 hrs  
 Airline: Emirates Airlines  
 Arrives: 20:40 hrs  
 Flight: EK207 (Operated by Emirates Airlines)

**KARRANI000015**

From: Dubai, United Arab Emirates  
 Airport: DXB - Dubai Intl Arpt, Terminal 3  
 To: New York, NY United States  
 Airport: JFK - John F Kennedy Intl, Terminal 4  
 Class: SHUTTLE (U)  
 Baggage: ADT 2PC  
 Stops: Non-stop  
 Duration: 14:40  
 Status: Confirmed  
 Aircraft: Airbus Industrie A380-800 Pax  
 In flight service: Meal, Non-smoking  
 Service(s): 1765115689373C2 - Confirmed

**FLIGHT: New York to Seattle (AS7) Vendor Locator: JFZRWU**

**Saturday, January 20** 

Date: January 20, 2018 (Sat)  
 Departs: 07:15 hrs  
 Airline: Alaska Airlines  
 Arrives: 10:45 hrs  
 Flight: AS7 (Operated by Alaska Airlines)  
 From: New York, NY United States  
 Airport: JFK - John F Kennedy Intl, Terminal 7  
 To: Seattle, WA United States  
 Airport: SEA - Seattle Tacoma Intl Arpt  
 Class: ECONOMY (K)  
 Baggage: ADT 2PC  
 Stops: Non-stop  
 Duration: 06:30  
 Status: Confirmed  
 Aircraft:  
 In flight service: Food for purchase, Food for purchase, Movie, In-seat Power Source,  
 Alcohol no co  
 : t, Non-smoking  
 Service(s): 1765115689373C3 - Confirmed



**ECONOMY**

KARRANI / ABDIKARIMAHMEDMR

SEATTLE	B6263	20 JAN	Seating zone
Gate	Boarding at	Gate closes at	Seat
7	1703	9A	C

1762312213577-2

Seq 38

**ECONOMY**

KARRANI / ABDIKARIMAHM

B6263	20 JAN	JFK - SEA	Seating zone
Departure	Seat		
1738	9A		C

Seq 38

**ECONOMY**

KARRANI / ABDIKARIMAHMEDMR

NEW YORK - JFK	EK201	20 JAN	Seating zone
Gate	Boarding at	Gate closes at	Seat
A2	0740	0810	80C C

1762312213577-1

Seq 552

SSS

dnata

**dnata Customer Services****Transfer Passenger Information**

<b>Arrival Flight</b>	<b>Arrival Date</b>	<b>Origin</b>
FZ662	19 JAN	HGA
<b>Connection Flight</b>	<b>Departure Date</b>	<b>Destination</b>
EK201	20 JAN	JFK
<b>Customer Name:</b>	<b>Group Of:</b>	
KARRANI MR	1	

**Note:** This Document cannot be Treated as a Boarding Pass.**Step 1)** To get your Boarding Pass, Do the Following:Report to Counter No. **K** at the Connections Desk by **0400** hrs at Terminal **3** Duba Time**Step 2)**

Did you have any Bags Checked-in from the Airport you started off ?

Present all your checked-in Baggage Tags to our Connections Desk Agent.

This will ensure your bags make it to your next flight.

Kindly note that the connections desk closes 60mins before your flight departure time.

**Local Date and Time**

1/19/2018 2:35:19 PM

Issuing Staff No. 409656

Rtam SENT

PWR

NACNEB

**KARRANI000017**



ECONOMY

KARRANI / ABDIKARIMAHMEDMR

SEATTLE

B6263

20 JAN

Gate

Boarding at

Gate closes at

Seat

Seating  
zone

7

1703

9A

C

Seq 38 1762312213577-2

Seq 38

Seq 38



ECONOMY

KARRANI / ABDIKARIMAHM

B6263

20 JAN

JFK - SEA

Departure

Seat

Seating  
zone

1738

9A

C

Seq 38

KARRANI000018

FE\*1762312213577

E M I R A T E S ISSUED

ETKT 176 2312 213 577

ACN P7MDLW

ISSUED 19JAN18 07.55.17Z EKTQQYE AGT 86492711 AE PNR NACNEB

DUBAI / REV OPT DEPT EGHQ

KARRANI/ABDIKARIMAHMEDMR

FARE BASIS	CP	BRD OFF	CR	FLT	C	DATE	ST	TIME	FARE BASIS	BAG STATUS
176 2312 213 577									176 2312 213 577	
ULWSSO1	1	DXBJFK	EK	B	201 U	20JAN OK	0830		ULWSSO1	2PC OPEN
ULWSSO1	2	JFKSEA	B66	B6	20JAN OK	1738			ULWSSO1	2PC B6 CTRL

## VALIDITY

CPN1 20JAN2018

CPN2 20JAN2018

REF/CHNG ENDO TO NON-END/FLEX/VALID AS/NON-REF//CHNG SUBJ TO FEE / INVOL  
REROUTE

AS SEA 20 FCALC HGA EK X/DXB EK NYC 263.00 AS SEA 203.72 NUC466.72END RO  
E1.0 XF JFK4.5END ROE1.00

FARE USD467.00

TAXES	PD35F6	PD5ZR	PD100D4
	PD150FT	PD90NS	PD30AY
	PD70US	PD20XA	PD30XY
	PD30YC	PD1000YQ	PD20XF

TOTAL NOADC

TOUR EZM

PAYM TKT \*MS

EXCH 1765115689373

ORIG 176 5115 689373 DXB15JAN18 86211204

#TE

01 PNR CREATOR/SWI/1G/54B3G6/38FR/99999992/DXB/AE/\*T/\*/\*/\*/\*T

ICKET CREATOR EKTQQYE/86492711 LEID-0CBBB4

19JAN18 0755Z SYSEK

#TE... ANY ADDITIONAL INFO ABOUT THIS ETKT

KARRANI000019

**Dude Rancher Lodge**  
**415 North 29th St.**  
**Billings, MT 59101**  
**406-259-5561**

Folio#: 89310

KARRANI, ABDIKARIM

TUKWILA, WA 98168

Company:

Room: 202

Arrival: 1/20/2018

Departure: 1/21/2018

Trans #	Date	Posting Description	Charges	Payments	Balance
378626	1/20/2018	Rm: 202 WINTER RATE	\$70.00	\$0.00	\$70.00
378627	1/20/2018	TBID FEE	\$2.00	\$0.00	\$72.00
378628	1/20/2018	ROOM TAX	\$4.90	\$0.00	\$76.90
378629	1/20/2018	CASH	\$0.00	\$76.90	\$0.00
Balance:					\$0.00

Membership Tier:

Membership#:

Method of Pay: Cash

Signature:

**Folio Summary**

Previous Balance: \$0.00

Room Charges: \$70.00

Other Charges/Credits: \$0.00

Phone Charges: \$0.00

Tax: \$6.90

Less Payments: \$76.90

**Total Amount Due: \$0.00**